



## Open Record Request Frequently Asked Questions

### City of Leon Valley

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#### **A. How can I obtain a copy of my accident/crash report? How much does it cost?**

Information:

Accident/crash reports can be obtained in person or online by using the LexisNexis Software:

#### **In Person:**

City of Leon Valley Police Department  
6400 El Verde Road.  
Leon Valley, TX 78238

#### **Online through LexisNexis Police Reports:**

<https://policereports.lexisnexis.com/index/index/?lang=en>

#### **Cost:**

**Please use the link below to visit the City's Code of Ordinance and look for the Fee Schedule (Appendix A):**

<https://z2codes.frankinlegal.net/franklin/Z2Browser2.html?showset=leonvalleyset>

#### **B. How can I get a copy of a Body Worn Camera Video?**

Information:

A body worn camera video can be obtained by completing the Request for [Body Camera Video Form](#) and submit your request in person, via email, by mail or fax. A completed Request for Body Camera Video Form is needed prior to the release of any records.

#### **Email:**

[ORR@leonvalleytexas.gov](mailto:ORR@leonvalleytexas.gov)

#### **U.S. Mail or In Person:**

City of Leon Valley  
Attn: Open Records  
6400 El Verde Road.  
Leon Valley, TX 78238

#### **Office Hours:**

Monday-Thursday 7:30am-6:00pm

**PLEASE NOTE: A body camera video will NOT be released without a signed release form.**

## C. Can I get copy of Medical Records?

Information:

The patient or an authorized representative of the patient may request for medical records by completing the [Patient Medical Record Request Form \(Solicitud de Registros Medicos\)](#). You may contact our office to obtain this form via email or mail.

### U.S. Mail or In Person:

City of Leon Valley  
Attn: Open Records  
6400 El Verde Road.  
Leon Valley, TX 78238

### Office Hours:

Monday-Thursday 7:30am-6:00pm

### IMPORTANT!

1. The Patient Medical Record Request form must be signed **and** notarized by the **PATIENT or PATIENT'S LEGAL GUARDIAN** (if deceased or a minor).
2. If Attorney-In-Fact, **POWER OF ATTORNEY DOCUMENTS** must be signed **and** notarized. Power of Attorney Documents must be submitted with the form as well.
3. The City of Leon Valley must receive all **ORIGINAL** forms; please drop off in person or mail to the address provided above.

Medical Records will **not** be released without a signature **and** notarization.

Questions? Call 210-684-1391 extension: 217

### EMS BILLING RECORDS

Please send all EMS billing record requests to [Emergicon](#). Emergicon is the City's emergency medical billing company. [Contact:](#)

**Courtney Chavis**-Client Development

[cchavis@emergicon.com](mailto:cchavis@emergicon.com)

P: 972-602-2060 ext: 442

F: 469-602-5542

**Medical Billing payment to this address:**

Emergicon  
P.O. Box 610448  
Dallas, TX 75261-0448

**D. How do I submit an Open Records Request?**

Information:

To submit an Open Records Request complete the [Open Records Form](#) and submit your request in person, via email, by mail or fax.

**PLEASE NOTE: Pursuant to section 552.234 of the Texas Government Code, the City of Leon Valley has designated a specific address, physical and electronic, to receive requests for public information.**

**\*Your request will not be considered received unless it is sent to the proper address.**

**Email:**

[ORR@leonvalleytexas.gov](mailto:ORR@leonvalleytexas.gov)

**U.S. Mail or In Person:**

City of Leon Valley  
Attn: Open Records  
6400 El Verde Road.  
Leon Valley, TX 78238

**Office Hours:**

Monday-Thursday 7:30am-6:00pm

**If you have any questions or need assistance, please contact the City's Open Records Request Coordinator at (210) 684-1391 ext. 217.**

**E. Where can I find online Permitting & Inspections records?**

Information:

Permit records issued **after** March 2020:

Information regarding permitting, inspection records, building reports, statistics, and copies of issued permits can be obtained through our permitting software at [My Government Online](#).

**If you have any questions or need assistance, please contact the City's Planning Technician at (210) 684-1391 ext. 227 or for assistance with the software call the HelpDesk at 1-866-957-3764 ext. 1**

Permit records issued **before** March 2020:

Information regarding permitting, inspection records, building reports, statistics, and copies of issued permits can be obtained by completing the [Open Records Form](#) and submit your request in person, via email, by mail or fax.

**Email:**

[ORR@leonvalleytexas.gov](mailto:ORR@leonvalleytexas.gov)

**U.S. Mail or In Person:**

City of Leon Valley  
Attn: Open Records  
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**Office Hours:**

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**F. How long will it take before I get a response?**

Information:

The Public Information Acts requires that the City of Leon Valley respond "promptly" and "without delay". The City will contact you within 10 business days from receipt of your request.

**G. Where can I learn more about the Public Information Act?**

Information:

The Office of the Attorney General has information that can be used to educate the public and governmental bodies of their rights and responsibilities under the Public Information Act (PIA). Click on the following link to go to the Office of the Attorney Generals webpage: <https://www.texasattorneygeneral.gov/open-government/members-public>